

DEPARTMENT OF TECHNOLOGY SERVICES SURVEY EXECUTIVE SUMMARY OF RESULTS

As part of the customer outreach effort on behalf of the Department of Technology Services, a survey was conducted at the recent Government Technology Conference. The surveys were administered in both the DTS booth on the show floor and in various locations around the conference. The survey was targeted at existing customers of the three departments involved in the consolidation effort: the Teale Data Center, the Health and Human Services Data Center and the Department of General Services – Office of Network Services. Survey respondents were asked to confirm that they were an employee of a customer organization currently receiving services from one of the DTS agencies above. There was a total of 262 surveys completed.

A major thrust of the survey was to gauge our customers' awareness of the consolidation plans and their overall acceptance of the concept of consolidation. Over 71 percent of those responding were aware of the consolidation plans and of those who were aware, 66 percent were either "very positive" or "somewhat positive" regarding the concept. Of the 28 percent that were unaware of the plans, 36 percent responded either "very positive" or "somewhat positive" when the plans were explained.

DIRECTION FOR DTS

The survey also gave the respondents an opportunity to identify areas of priority for the DTS. Eighty-six respondents provided direction for the new department. The suggestions fell into the following broad categories (some respondents provided multiple suggestions).

Customer service (25)

Customers want improved customer service, including better response times, a single point of contact, and a simpler way to do business.

Cost and billing (19)

Customers want costs to decrease, and billing to be clear and concise.

Communication (14)

Customers want more communication, both within the data center itself and with customers. Included in this category is communication about the consolidation itself.

Strategic and tactical technical leadership (9)

Customers want DTS to provide leadership in the research and development of upcoming technologies, and to provide strategic assistance in planning and implementing them.

Service offerings (8)

Customers want clearly defined services with associated service level agreements.

Policy decisions (8)

Customers want a central body to make statewide decisions regarding project management, personnel management, and other areas affecting all departments.

Training (6)

Customers want the DTS to provide improved, easy-to-access training.

Procurement (5)

Customers want a centralized, highly-specialized group to make the procurement process faster, and to leverage economies of scale.

Statewide processes (3)

Customers want the DTS to provide standardized back-end processes, such as e-mail.

Security (1)

Customers want the DTS to be focused on information technology security issues.

CONCLUSIONS

Although this survey was intended only as a 'snapshot' of customer attitudes toward the consolidation effort, some conclusions can be drawn at this point. The first being that, overall, the survey results indicated a high awareness of plans to create the Department of Technology services. Additionally, our customer community is accepting and even enthusiastic about the possibility of a change to the way their service providers do business. This is an obvious advantage that must be preserved as the project progresses. Equally clear is the vision that our customers have for the new organization. The DTS must clearly define their service offerings and the rates and billing processes behind these offerings while making the access to the services simple and transparent. Additional efforts must be made to communicate the goals and directions of the DTS to our customers.